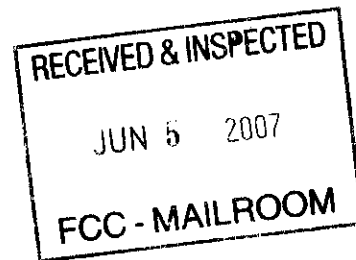




May 30, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554



Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92- 105

The Area 10 Council on Aging of Monroe and Owen Counties, Inc., doing business as the Area 10 Agency on Aging, hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. The Area 10 Agency on Aging is limiting its comments to the status of 2-1-1 service in Indiana.


The Area 10 Agency on Aging administers 2-1-1 Infolink and employs 2 people to staff the service. Since launching on November 20, 2006 2-1-1 Infolink has provided 2-1-1 service to Monroe and Owen Counties reaching a population of 145, 354. The database of service providers used for making referrals has listings for nearly 500 agencies offering over 1000 programs. Since the November launch, 2-1-1 Infolink has received 2,044 calls.

The most common reasons people give for calling 2-1-1 Infolink are 1) financial assistance to help with rent, utilities, prescriptions drugs, medical/dental care, etc., 2) food, including food pantries, home delivered meals for the homebound, prepared meal sites, information about food stamps, and 3) housing, including temporary or emergency shelter, low-cost or subsidized rental housing, affordable and accessible housing for seniors and people with disabilities.

Many callers have been referred to 2-1-1 Infolink from other local social service agencies and religious groups after determining they are unable to provide the help needed. Social Work Interns, working in various agencies, have used 2-1-1 Infolink extensively in their work with clients, and have described 2-1-1 as an invaluable service.

The Area 10 Agency on Aging has worked closely with community partners, including United Way of Monroe County and Smithville Telephone, devoting significant time and resources into the implementation of 2-1-1 Infolink to support and increase access for people in need of information about health and human services. We respectfully request that the Commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and that the Commission use its authority to facilitate more widespread use of the service.

Sincerely,

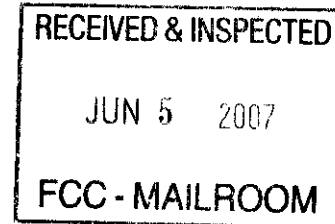

Jewel Echelbarger, Executive Director

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Jewel Echelbarger, Executive Director

Area 10 Agency on Aging • 630 West Edgewood Drive, Ellettsville, IN 47429

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